

GODDARD SPACE FLIGHT CENTER

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DIRECTOR OF MANAGEMENT OPERATIONS

Serves as the management operations center of the GSFC, providing business and institutional services necessary for the successful accomplishment of the Center's scientific and technical missions. Represents the Center within NASA and other organizations in efforts to define and refine program policies and requirements. Plans, directs, and controls the development and management of the procurement; logistics; security, environment and safety; facilities design, construction and maintenance; information technology planning integration, and services; telecommunications, both institutional and mission; scientific and technical information (STI) services; and other general administrative support and management services. Provides related reporting functions mandated by Center, Agency, legal, and congressional requirements.

ASSOCIATE DIRECTOR FOR ACQUISITION

Plans, organizes, directs, and controls the Center's procurement program activities; has line management responsibility over these functions; and represents the Directorate and the Center as senior procurement official to Headquarters, contractors, industrial organizations, universities, and state and local governments. Provides direction regarding the selection, debriefing, negotiation, and administration of diversified and extremely complex multi-million dollar contracts. Engages in long-range, programmatic planning and establishment of procurement policy for both contracts and grants. Provides guidance and advisory service to top echelons of Center management regarding procurement matters. Negotiates and otherwise resolves sensitive issues concerning procurement matters with GSFC contractors. Provides senior functional expertise in the organization and staffing for the Center's procurement program, as well as assuring its effective execution.

Promulgates procurement policy and procedures necessary to comply with statutes, Executive Orders, and NASA and GSFC management directives, issues and promulgates policies in the areas of regulations, competition, pricing, quality, and contract administration and monitors compliance. Provides expert guidance to Source Evaluation Board (SEB) members regarding Agency and Center policy relative to the SEB process and expert guidance on all competitive procurements.

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INSTITUTIONAL SUPPORT OFFICE

Provides the Directorate a program planning/analysis and resource management function that emphasizes the improvement and effectiveness of Directorate performance. Further provides full range of business management expertise to the establishment of Directorate objectives and applies business and financial management techniques to the accomplishment of those objectives. Administers the Center's Industrial Relations Program and Audit Liaison Program, and serves

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as manager of the Centerwide Locator and Information Services Tracking System (LISTS).

In the planning function, participates in the development of Directorate long-range strategic plans and provides staff support to the Directorate in the Centerwide planning activities. Serves as the Center focal point for A-76 analyses, A-123 activities and the functional review program. Develops and coordinates the Directorate's Mission Enhancement Team-Building Seminar (METS) and Resources Skills Management Program. Provides Centerwide audit liaison, coordination, and support services for non-GSFC groups, such as the General Accounting Office (GAO), the Defense Contract Audit Agency (DCAA) and the Inspector General (IG), conducting inquiries or audit of Center activities or responsibilities.

In the analysis function, performs management studies as directed by the Director of in response to issues or proposed changes in Directorate policies, processes, organizations, programs, systems, manpower, and resources management.

In the resources management function, emphasis is placed on allocation of resources within the operating plan. Reviews Directorate budget and manpower requirements, develops justification and supporting documentation, and provides recommendations for allocations to Directorate management. Executes and monitors budget and manpower plans as approved, ensuring that objectives are met within the resources made available. Establishes systems and analyzes techniques for the monitoring of contractor cost and schedule performance. Serves as consultant and on Directorate Center management and technical working groups and special ad hoc advisory panels.

In the Industrial Relations function, establishes and maintains effective relationships with on-site contractors, and their respective unions to ensure harmonious working relationships and to minimize labor problems which might result in interruptions to Center services.

In the LISTS function, responsible for system maintenance, controls, enhancements, and user support.

NASA ORGANIZATIONAL MANUAL

FUNCTIONAL STATEMENTS

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210 PROCUREMENT OPERATIONS DIVISION

Plans, organizes, and directs a comprehensive procurement program within the parameters of federal statutes, the Federal Acquisition Regulations (FAR), the NASA FAR Supplement, and GSFC policies and procedures.

Provides all operational procurement support to NASA Headquarters and the Center from planning requirements through closeout of contractual instruments. Procurement support includes small purchases; formal advertising; ADP equipment; real property leases; construction of facilities; standard commercial equipment; grants; and various types of contracts for basic research, materials, equipment, and services for spacecraft and payload design, development, launching, tracking, in-orbit operations, data acquisition and processing, validation and delivery of data to users, and data application required to support the NASA Headquarters and GSFC missions. These contracts require development of acquisition strategy, conduct of negotiations, award, and administration. Also provide cost-plus-award-fee performance evaluation board coordination activities and procurement pricing support.

Organizes, plans, directs, and controls the procurement support functions of NASA Headquarters and the Center, such as oversight of the procurement management information system, Freedom of Information Act (FOIA), counseling and assistance to small business and industry at-large, and procurement process automation and electronic commerce.

The Procurement Operations Division staff is organized into procurement offices, some of which are collocated with the technical directorates they support to facilitate planning, coordinating and implementing procurement activities. Organizationally, the procurement personnel report administratively and functionally through procurement managers to the Division Chief.

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220 FACILITIES MANAGEMENT DIVISION

Plans and directs the Center's overall facilities and maintenance program to provide a physical plant congruent with the needs of its research, development, and operational programs. Administers the Construction of Facilities (CoF), Research and Development (R&D), Research Operations Support (ROS) and Multi Program Support (MPS) facility and maintenance budgets. Coordinates the facility engineering and administrative support required by the GSFC Facilities Coordinating Committee (FCC), Health and Safety Committee. Acts as the Center's facility liaison with federal, state, and local government agencies and foreign governmental representatives. Manages the Center's facilities utilization program. Conducts studies and reviews of housing requirements and utilization against approved programs. Provides professional engineering expertise in support of the Center's facility systems, reliability, maintainability, energy management and environmental program.

Directs the overall operation and maintenance of facilities; utility systems; grounds, roads, and authorized remote and leased facilities. Manage and direct operations and maintenance of physical plant at Wallops Flight Facility (WFF). Plants include water treatment, sewage treatment, Central Power Plant and airfield. Performs alterations to plant facilities and utility systems to provide special services adequate for the needs of the Center. Operates and maintains a central plant for generation of steam, chilled water, and emergency electrical power. Directs the Logistics Management Division snow and ice removal tasks. Also, provides support services to tenant organizations at Wallops Flight Facility.

221 PLANNING OFFICE

Develops the Center Global planning. Prepares the master plan and non-project specific studies or assessments. Manages the facilities matrix program. Assists customers in project requirements definition and preliminary budget development. Develops and advocates Center-wide standards, long term planning and policies regarding space allotments, zoning standards, and broad architectural standards such as building heights and setbacks. Assists the Center in the management of building space allocation and utilization. Acts as the Center's single point of contact with outside planning agencies such as local utility companies, state and local governments, and other government installations. Develops facilities projects in the CoF program through headquarters approval. Directs the Center-wide CoF facilities budget call. Develops and coordinates the Center's 5-year CoF plan. Presents and advocates programs to headquarters. Serves as the single point of contact with headquarters on program issues. Develops projects in the Center-funded program. Directs the Centerwide budget call and FCC presentations. Develops requirements documents for critical projects and coordinates overlaps and interfaces with other projects. Coordinates and reviews CoF projects throughout the design process.

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Provides environmental assessments and develops environmental impact statements for projects as required. Develops energy management policies and serves as the Center's single point of contact for the Energy Management Program. Advocates and analyzes energy related projects. Responsible for Headquarters Energy Management Program reporting requirements.

222.0 CUSTOMER SERVICE OFFICE

Provides initial point of contact for all customers within and outside the division requiring facilities related work. Assists customers in the development of work requests. Receives and analyzes individual customer generated work requests. Analyzes work request processes and trends. Acts as a central resource for customer queries, work status, work completion, and customer quality control analyses of completed work.

Provides building manager support to Center customers. Performs and provides facility assessments to other organizational units. Assists in the support of critical facilities and utilities mission requirements. Operates and maintains building maintenance help desk and emergency console 24 hours a day. Coordinates power outages. Administers and maintains all facilities-related warranties.

224.0 ENGINEERING BRANCH

Establishes and implements design standards and policies for the Center. Provides a professional architectural and engineering staff including outside Architect and Engineering (A&E) support and consultation services. Reviews construction drawings for all facilities related work done at the Center. Coordinates designs with the Health and Safety Office. Provides technical engineering support during critical mission periods as related to major systems reliability. Develops facilities projects in the CoF program involving the design and construction of new facilities, alterations, modifications, and rehabilitation of existing facilities and the Center's physical plant. Provides engineering expertise during the initial project definition and requirements phase. Manages and directs overall projects through to activation. Responsible for in-house design of projects and the initiation and monitoring of architectural and engineering tasks for design services. Responsible for all aspects of the design process including the development of Preliminary Engineering Reports, construction plans, specifications and cost estimates.

Implements facilities projects in the Center-funded program. Provides plant engineering services to maintain the integrity and reliability to the Center's physical plant. Performs interior design functions (systems furniture design),

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assisting the Logistics Management Division, for the Center. Performs engineering studies and evaluations.

224.1/224.2 Design Sections A & B

Provides architectural and professional engineering services for the design and construction of new facilities; the alteration, modification and rehabilitation of existing facilities; and the operation and maintenance of the Center's physical plant. Responsible for in-house design of projects and the initiation and monitoring of architectural and engineering tasks for design services. Prepares conceptual designs, studies, project descriptions, justifications and cost estimates. Provides overall project management from Headquarters approval through the completion of project activation.

224.3 Technical Policy Section

Develops design standards, specifications, and provides, plant engineering services to maintain the integrity and reliability of the Center's physical plant. Provides technical review of all in house design and oversight of technical review processes on contracted design to maintain quality control. Provides environmental support including storm water management, liaison with regulatory agencies, permit processing, and maintenance of environmental records. Provides architectural and professional engineering services and project management on selected facility projects.

227.0 CONSTRUCTION, OPERATIONS, AND MAINTENANCE BRANCH

Plans and directs Greenbelt's overall facilities construction, operations, and maintenance programs to provide a physical plant congruent with the needs of its research, development, and operational programs. Develops and establishes operational procedures and maintenance standards and plans. Performs design reviews for construction projects affecting the physical plant, utility distribution systems, and interior building systems. Provides reviews for R&D community projects connecting to building systems. Develops and administers the Facilities Operations and Maintenance budget. Interfaces with the Engineering Branch to resolve building plant and utility systems-related problems. Assists the Planning Branch in the development and scope of repair and restoration projects and provides input to the Facilities Matrix. Responsible for implementing the energy management policies regarding the power plants and utility distribution systems. Directs and is responsible for the overall operation, maintenance, and repair of all buildings, building systems, ventilation and air conditioning (HVAC) systems, refrigeration systems, low and high voltage distribution systems, plumbing and pipefitting, fire protection and detection systems, central fire alarm and Direct Digital Control (DCC) HVAC control operations, carpentry and masonry systems, architecture finishes, pumps, motors, fans and compressors, site painting, signage,

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trailer maintenance, boiler plants, chiller plants, diesel electric power generation plants, and the Center's primary distribution network consisting of: chilled water supply/return, domestic water, sanitary sewer, storm water, steam/condensate, natural gas, and compressed air. Locates and identifies underground utilities. Provides Centerwide grounds maintenance. Responsible for snow and ice removal. Performs inspection tours of high voltage distribution network and building mechanical equipment and building systems. Performs preventive maintenance, predictive testing, and adjustment to equipment.

Responsible for the implementation of CoF and Center-funded construction projects from contract award through project activation. Assists the facilities project management design effort by reviewing design packages for constructability and method of procurement. Provides construction management services during the construction phase. Reviews and approves all construction submittals.

Monitors and manages the Center's fuel farm and selected remote fuel tanks. Provides mission support for critical facilities and supports critical facilities and utility systems for mission requirements. Responds to customer trouble calls and manages the Emergency Console and the Center's two-way radio communication system.

227.1 Electrical Distribution Section

Operates and maintains the two main 35KV substations (56MVA and 45MVA capacity), high voltage power systems consisting of 4.16KV, 13.8KV, and 35KV underground feeders throughout the Center and secondary substations in various buildings. Operates and maintains the street light system at Goddard Space Flight Center and the overhead power distribution system in the eastern part of the Center. Manages preventive maintenance of equipment through contracts.

227.2 Mechanical Maintenance Section

Performs maintenance and repair on all steam, plumbing, water, sewer, compressed air and gas lines, mains, and systems on Center. Performs maintenance and repair of all piping valves and systems within the Central Power Plant. Performs maintenance on all air conditioning ducts, vent hoods, metal doors, dampers, etc; on Center. This work includes installation, adjustment and repair of dampers, and cutting and fitting of raised floor panels in computer areas. Performs on-the-spot maintenance and repair on all mechanical building equipment on Center, including fans, blowers, compressors, pumps, cranes, and power plant equipment in the Central Power Plant.

227.3 Central Power Plant Section

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Operates and maintains two Power Plants consisting of the boiler plant, chiller and diesel generator plants to furnish steam, chilled water, and backup electric power to the buildings at the Center on an uninterrupted basis. The power plant personnel provide operation, maintenance, and preventive maintenance of the plant equipment and systems.

227.4 Climatic Control Section

Provides the operational personnel necessary to control the interior environmental conditions throughout GSFC facilities. Provides personnel to perform the maintenance and repair required on the air conditioning, direct digital, and pneumatic controls used in maintaining these conditions.

227.6 Construction Management Group

Responsible for the implementation of CoF and Center-funded construction projects from contract award through project activation. Assists the facilities project management design effort by reviewing design packages for constructability and method of procurement. Provides construction management services during the construction phase. Reviews and approves all construction submittals.

Ensures that all facilities are built in strict conformance with architectural and engineering designs.

Initiates outages and monitors Occupational Safety and Health Administration (OSHA) compliance. Provides first level field engineering, interfacing, with the project engineer and project manager. Provides inspection and quality assurance of construction activities for facilities projects through contract closeout.

228 FACILITIES MANAGEMENT BRANCH

Plans and directs the Wallop's overall facilities and maintenance programs to provide a physical plant congruent with the needs of its research, development, and operational programs. Develops and administers the Construction of Facilities (CoF), Research and Development (R&D), Research Operations Support (ROS), and Multi Program Support (MPS) facility and maintenance budgets. Acts as the Center's facility liaison with federal, state, and space utilization and real property programs. Conducts studies and reviews of housing requirements and utilization against approved programs. Maintain the facilities data base for buildings and the infrastructure at Wallops Flight Facility.

Prepares the conceptual design, studies, project scope, basis of need and cost estimates, and provides architectural/engineering service for the design of new facilities and for the alteration, modification, and rehabilitation of existing

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facilities. Provides constructing field engineering, surveillance, and inspection service. Provide professional engineering expertise in support of the Wallop's facility systems, reliability, maintainability, energy management, and environmental programs.

Directs the overall operations and maintenance of facilities; utility systems; water and sewage treatment plants; airfield pavements and lights; snow removal; grounds; roads; and authorized remote and leased facilities. Performs alterations to plant facilities and utility systems to provide special services adequate for the needs of the Center. Operates and maintains a Center plant for generation of steam, chilled water, and emergency electrical power. Also, provides support services to tenant organizations at Wallops Flight Facility.

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LOGISTICS MANAGEMENT DIVISION

Develops, implements, and directs comprehensive project and institutional logistics and administrative services programs to support the management and operations of the Goddard Space Flight Center (Greenbelt and Wallops) and NASA Headquarters. Provides long-range operational planning, systems analysis, and internal controls to insure the efficiency and integrity of logistics and administrative support programs.

Provides logistics support for Center and NASA Headquarters organizations. Provides Agencywide support for select logistics functions. Develops and implements logistics and administrative support policies for GSFC and NASA Headquarters. Serves as the Center's focal point and functional manager for logistics policy and programs, and coordination with NASA Headquarters. Provides functional assistance and regulatory oversight for logistics operations within other Center directorates.

Plans, manages and evaluates administrative support functions: mails services, interior designing, furniture and carpet services, NASA Headquarters publications and distribution program, and forms, records, and directives programs.

Plans, manages and evaluates supply and materials management functions: purchasing, inventory management, warehousing, research and cataloging, and receiving and inspection. Provides technical parts management to flight projects managed by GSFC and other NASA Centers, and provides consolidated logistics management support to NASA's space and ground networks.

Plans, manages and evaluates transportation and flight mission support functions: traffic management, vehicle management, package engineering, travel services, import-export control, and storage. Administers Agencywide Lead Center functions: travel services, DOD airlift coordination, and DOT hazardous materials shipment exemptions. Provides integrated logistics support and supportability engineering planning services to Center flight project offices.

Plans, manages and evaluates property management functions: property disposal and utilization, property accountability, CASU program, and oversight of contractor-held government property activities. Provides assistance and evaluates proposed GSFC contracts for logistics work aspects, including applicable contract clauses for property, vehicles, transportation, and supply.

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231 MANAGEMENT SERVICES BRANCH

Develops and implements plans, systems and strategies to effectively manage logistics program within the constraints of a single mission contract. Coordinates and integrates all resources (budget and manpower) requirements and provides contract administration (COTR) functions for the division. Serves as the focal point for administrative and analytical issues confronting logistics management as well as a range of logistics functions including transportation, vehicle management, supply, storage, excess/disposal, and equipment management. Develops and implements division systems for strategic planning, internal audits, and internal controls.

Provides management, study, analysis, evaluation, and improvements of policies, practices, methods, and procedures for administrative support services. Responsible for the development, implementation, and maintenance of an effective directives program for GSFC and NASA Headquarters. Analyzes and administers forms requirements for GSFC and NASA Headquarters records. Responsible for maintaining efficient and cost effective mail services at GSFC. Provides overall furniture management for GSFC including, space planning, furniture design, repair, assembly, carpet services, and other ancillary furniture services. Manages the NASA Headquarters Publications and Distribution Program, including institutional storage requirements.

Plans, organizes, executes, and administers comprehensive logistics services at WFF. Manages transportation of outbound and inbound freight, and provides project offices with transportability studies to determine the most efficient and effective mode of transportation. Manages dispatch services and repair/maintenance of the WFF vehicle fleet. Manages the WFF stores and program stock functions, and establishes warehouse methods and procedures. Establishes standards and policies for the excess/disposal and equipment management operations, and manages the WFF records storage facility.

232 MATERIALS MANAGEMENT BRANCH

Responsible for development and implementation of programs to provide supply and materials support to GSFC and NASA Headquarters, and to provide logistics support to NASA's space and ground networks. Responsible for the development and administration of automated systems to support materials management functions.

Manages supply operations performing replenishment and stock control functions for GSFC and NASA Headquarters. Supply functions include purchasing, inventory management, warehousing, research and cataloging, and receiving and inspection. Material procured for stock replenishment or direct turnover includes:

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office supplies, electrical components, common hardware, compressed and bulk gases, computer supplies, and janitorial supplies. Special logistics services are provided to space/flight projects for engineering and flight grade parts and components. Electrical, electronic, and electro-mechanical (EEE parts, flight fasteners, and other technical parts are procured for Goddard and other NASA centers.

Provides consolidated logistics management support to Agency space and ground networks to include: Deep Space Network, Wallops tracking and data activities, LASER Tracking Network, and other NASA and non-NASA tracking and data facilities. Direct support is provided to the Mission Networks Project Office and the NASA Communications Division. Requires preparation of Logistics Support Analysis (LSA) planning documentation to support life cycle management of satellite tracking equipment. Participates in contract monitoring for the Network Logistics Contract, and provides technical oversight for logistics on the Consolidated Space Operations Contract (CSOC). Manages preventative and corrective maintenance repair activities, and inventories, of tracking equipment assemblies worldwide. Develops transportation requirements associated with the movement of materials.

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LOGISTICS AND TRANSPORTATION MANAGEMENT BRANCH

Provides support to Center customers in the areas of integrated logistics support, package engineering, storage, traffic management, vehicle management and travel services. Develops local transportation policy and provides itinerant support to Wallops Flight Facility. Manages transportation functions for NASA Headquarters. Responsible for administering the Center's Export Control Program for assessing and ensuring compliance of all Center program activities with U.S. export and import control laws and regulations.

Provides logistics planning and operational support coordination to GSFC flight project offices and assists in defining support objectives and goals during all phases of program development. Provides support to project offices in the storage of space flight and related equipment and assists in formalizing warehouse lease arrangements for off-site storage of program hardware. Works with project offices the areas of package engineering, material handling systems analysis and transportability studies. Designs and develops container specifications and monitors the fabrication and packaging processes.

Develops move plans for critical spacecraft and flight hardware/equipment. Develops and performs test requirements and monitors tests for containers and transportation equipment. Develops hazardous materials policy and guidelines for regulatory compliance, including shipping/handling of hazardous materials.

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Plans, executes and administers traffic management, services for the Center and NASA Headquarters. Manages transportation of outbound and inbound freight shipments, including loss and damage claims, packing and crating equipment/material for shipment and/or storage, and coordinating shipments with other Government agencies. Provides project offices with transportability studies to determine the most efficient and effective mode of transportation. Develops contract requirements and evaluates contract proposals for appropriate shipping, packaging and marking requirements.

Manages dispatch services of the Center's vehicle fleet, local pickup and delivery of equipment/material and commercial bus requirements. Manages maintenance and repair of the vehicle fleet located at Greenbelt and Headquarters. Under Lead Center assignment, manages NASA's Agencywide Travel Services Contract. Oversees travel services for the Center and NASA Headquarters, including travel reservations, accommodations, and charter air/bus services.

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PROPERTY MANAGEMENT BRANCH

Responsible for planning and execution of policies and services for property disposal, equipment accountability, and industrial property for GSFC and NASA headquarters. Manages the program and operates a disposal facility for all excess, property. Provides property administration for industrial property held by on-site and off-site commercial contractors. Provides accountability control for all installation held controlled property. Serves as system administrator for equipment management, property disposal, and industrial property information systems. Through the federal Cooperative Administrative Support Unit (CASU) concept, provides reimbursable logistics services to other government agencies.

Provides physical accountability, recording, and reporting of all installation controlled property. Oversees property accountability within all Center directorates. Plans and monitors scheduled and special inventories for nonexpendable property at GSFC, NASA Headquarters, and the worldwide Spaceflight Tracking and Data Network. Reviews, processes, and approves equipment loans, internal and external agency transfers, and cannibalization requests. Processes equipment loss surveys and serves as coordinator for Survey Boards. Administers Center's and HQ training program for property custodians.

Operate disposal programs which include: Equipment reutilizations, physical distribution, donations, government sales, abandonment, recycling, warehousing, and retail sales. This applies to the inactive equipment and material held accountable to Greenbelt and NASA Headquarters, foreign tracking stations, and government property held by NASA contractors. Responsible for disposal of excess NASA property located in foreign countries. Manages a precious metal recovery program consistent with federal policy.

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Perform property administration on all applicable GSFC and NASA Headquarters contracts including onsite reviews. Performs coordination and review of all delegated contracts with the Department of Defense and Office of Naval Research. Prepares and administers facilities contracts determined to be necessary in support of assigned NASA programs. Reviews solicitations, contracts, and grants for compliance with NASA procurement regulations on the acquisition of government-provided items by contractors. Maintains the industrial property database containing performance data for contractor held property. Evaluates and validates contractor 1018 reporting, and reconciles accounts with appropriate finance and procurement organizations.

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SECURITY DIVISION

Plans, organizes, and directs resource protection programs for the Center and its worldwide tracking facilities supporting these programs. Serves as technical advisor to the Directorates and Center management on programmatic issues. Conducts Goddard's implementation of the NASA Drug Free Workplace Program. Provides necessary interface and coordination with NASA Headquarters and other Federal agencies, as well as state and local governments and organizations relative to safety, environmental, and security issues.

Plans, organizes, and manages the security program for the Center, including WFF, and its worldwide tracking facilities. Develops and effects policies and procedures to assure proper safeguarding and handling of classified materials, the investigation and clearance of personnel, and the establishment of physical security controls and incident response. Provides program security implementing policy and guidance to GSFC organizations, projects, and programs in the areas of Communications, Operations, Program, Technical Surveillance and Countermeasures, Information Security, and Information Technology Security. Provides technical direction to the management of the GSFC Security Force and Systems Security Engineering contract. Certifies security systems and facilities to the Center Director and implements the Industrial Security Program. Coordinates and controls visits to the Center, particularly those involving foreign nationals.

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SAFETY AND ENVIRONMENTAL DIVISION

Plans, organizes, organizes and directs resource protection programs (e.g. Occupational Safety and Health, Environmental Protection) for the Center and its worldwide tracking facilities supporting these program. Serves as technical advisor to the Directorates and Center management on programmatic issues. Provides necessary interface and coordination with NASA Headquarters and other Federal agencies, as well as state and local governments and organizations relative to safety, health, and environmental issues and regulations.

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Plans, organizes and manages the safety environmental protection, and health activities for Greenbelt and the Center's worldwide tracking facilities. Plans, organizes and manages the environmental program for WFF and its worldwide remote sites. Exercises staff responsibility for compliance with appropriate public laws and oversight of deviations, waivers, and abatement plans. Manages assigned programs in an effort to minimize factors known to lead to personal illness/injury, environmental or property damage, or adverse mission impact.

At the Greenbelt site: Provides Occupational Medicine and Environmental Health services. Environmental Health includes Industrial Hygiene services and assessment of monitoring of workplace hazards. Provides radiological safety services for the utilization of ionizing and non-ionizing radiation sources. Manages the Nuclear Regulatory Commission (NRC) Licenses for all Center Radioactive sources.

At the Greenbelt and WFF sites: Provides regulatory and programmatic environmental management services, Conducts hazardous waste disposal service and provides expert counsel and guidance regarding safety, environmental, and health issue. Interfaces with appropriate regulatory agencies and local communities, in support of environmental management issues. Conducts investigations, sampling, and analysis of suspected safety, environmental, and health issues/problems/concerns; provides technical direction and maintains documented evidence for proper resolution of such issues. Provides Occupational health and Employee Assistance Program services. Also provides Radiation Protection and Industrial Hygiene support to the Range Safety Branch (WFF) on an as-requested basis.

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INFORMATION SERVICES DIVISION

In partnership with many GSFC organizations and other NASA Centers, the Information Services and Advanced Technology (ISAT) Division provides comprehensive information technology, telecommunications, and information services to GSFC and the Agency. The Division's six branches work in concert to provide its mission, science, engineering, and administrative customers with quality products and services. Services provided in the ISAT include: local, metropolitan, and wide-area networking; automation of business and management processes; preparation, dissemination, acquisition, archiving and desktop delivery of scientific and technical information-related functions. Each organization is guided with customer satisfaction as the impetus in accomplishing goals and fulfilling requirements.

The Division's commitment to customer service is exemplified through its efforts to team with customers to effectively support GSFC and Agency wide programs. This is demonstrated in the following ways.

- ❖ Joint management of the NASA Integrated Services Network (NISN) project for wide area networking with Marshall Space Flight Center.
- ❖ Serving as the Agency's Expert Center for several workgroup hardware and software technology areas.
- ❖ Working closely with customers to analyze requirements and develop an effective implementation approach for all services provided.
- ❖ Providing technical advice and management support of Center IT standards.
- ❖ Providing information technology (IT) security-consulting services to the Center.
- ❖ Investigating new technology in communications networking and managing a test and evaluation facility for technology assessments.
- ❖ Advising the Center wide community on the implementation of emerging automation technologies.
- ❖ Providing and managing high-value, lost-cost conference, graphics, publications, printing, and photographic services; and
- ❖ Supporting the GSFC scientific research and engineering research work through relevant, quality-driven library information services.

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NASA Communications Branch

The guiding objective of the NASA Communications Branch (NASCOM) is to provide cost effective, responsive and scaleable networks and telecommunication services to NASA's mission customers and GSFC's mission, science, engineering and administrative customers. The relationship between NASCOM and its customers is based on understanding the customer's mission, programmatic goals

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and strategies and responsively providing best-fit solutions, with the appropriate mix of cost, risk, schedule, performance and technology.

NASCOM provides a strong focus on new and emerging technologies to ensure integration of technical advancements, as appropriate to realize cost, performance and risk benefits. The organization promotes, educates and informs customers of solutions to their business, mission critical or technical requirements. It assesses and measures customer satisfaction by establishing evaluation parameters and continuously soliciting customer feedback. NASCOM supports NASA and GSFC in its achievement of world-class science, engineering and telecommunication services.

292 Library Information Services Branch

The Library Information Services Branch (LISB) facilitates and promotes research in Earth science, space science, and enabling technologies by stimulating discovery, creativity, and communication of knowledge. It delivers efficient and effective access to information essential to NASA's Center of Excellence for Scientific Research, while simultaneously promoting science literacy in support of the Center's outreach goals. Through application of library and information science expertise, the Branch provides the Center with innovative cost-saving information resources and technology. Services include: a basic resource collection of science, technology, and management literature; expedited access to information resources within the library and elsewhere; project collaboration through customized information retrieval methodologies; remote electronic access to library resources from the user's desktop; instruction in the use of information resources in various formats including print, microfilm/fiche, CD-ROM, Internet, and other electronic formats; and expert assistance in developing and accessing in-house information collections. With members of the Library Council, the Branch determines how to maximize, resources, services, collections, and facilities. It partners with Center organizations and with NASAwide and other electronic library systems and information networks to anticipate and implement new Library information technologies of benefit to the Center. The Branch also works cooperatively with other organizations to enhance access to scientific and technical information resources, and mobilizes the entire library program to assist the research and development programs of the Center.

293 Technical Information Services Branch

The Technical Information Services Branch (TISB) provides information resources support to the Center and to the NASA Scientific and Technical Information (STI) Program through publications, graphics, printing and duplicating, photographic, and conference and audio-visual support services. The TISB manages the Center's publications program, including technical writing, editing, graphics, and production services for the development of documents

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pertaining to the NASA STI Program and the NASA formal reports series. The TISB manages the Center's graphics program, which includes designing and preparing art and other graphic services in support of the NASA and Goddard STI Program, and for the NASA Visual Information Program. The TISB also manages the Center's Printing, Duplicating, and Copy Management Program in conjunction with the NASA Printing Officer. The Branch provides the Center with photographic services, including shooting, production, and archiving capabilities. Provides conference, video production, and audio-visual support including on-and off-site symposia and colloquia attended by subject matter experts from Federal and state agencies, private industry, professional organizations, and universities and educational institutions around the world.

295 Applications Development Branch

The Applications Development Branch (ADB) provides end-to-end automated solutions in support of business and administrative work processes. The ADB fully engages in the analysis of customer requirements, evaluation of automated commercial off-the-shelf solutions, engineering or utilization of customized products, implementation, and sustaining engineering services for desktop business applications initiated, developed or transferred to the ADB. In response to customer requirements and the demand for streamlined functionality, applications are developed within an infrastructure considering costs, platform independence, and functional comprehensiveness.

The ADB places a strong focus on ensuring the integration of new and emerging application technologies to realize cost and performance benefits for business processes.

Services provided in the organization encompass the full range of desktop support. Customers benefit from services designed to administer and maintain database servers, promote electronic mail and calendaring services, and troubleshoot application problems.

296 Wallops ISAT Branch

The Wallops ISAT Branch (WIB) will provide a full range of quality information technology and telecommunications services to support WFF's missions. This support will include mission-critical and administrative networking support, covering all aspects of network engineering, security, and software support; desktop computing support spanning hardware, software, and maintenance; library and graphics support; and telecommunications service in support of communications, phone systems, video distribution, and cable plant and range operations.